

**AN ORDINANCE TO AUTHORIZE AND APPROVE A MULTI-YEAR CONTRACT  
BETWEEN THE CITY OF WILMINGTON AND MAILROOM SYSTEMS, INC.**

**#4395**

**Sponsor:**

**Council  
Member  
Freel**

**WHEREAS**, pursuant to Section 2-308 and Section 8-200 of the City Charter, City Council may, by ordinance, authorize contracts for the rendering of services for a period of more than one year; and

**WHEREAS**, the City publicly advertised the specifications for Contract 18022DFPS - Printing and Mailing Services (the "Contract") - in accordance with the requirements of Section 8-200 of the City Charter, and subsequently awarded the Contract, a copy of which is attached hereto and incorporated by reference herein as Exhibit "A", to Mailroom Systems, Inc. (the "Contractor"), the highest ranked proposer; and

**WHEREAS**, the term of the Contract is for a period of three (3) years from September 22, 2017 through September 21, 2020, at a price of One Hundred Twenty-Six Thousand Six Hundred Dollars (\$126,600.00) per year for a total price of Three Hundred Seventy-Nine Thousand Eight Hundred Dollars (\$379,800.00), with the possibility of two (2) additional extensions of one (1) year thereafter at the same annual price, at the option of the City, subject to budget appropriations; and

**WHEREAS**, the primary purpose of the Contract is to provide printing and mailing services for tax and utility billing for the Division of Revenue, Department of Finance; and

**WHEREAS**, said extension periods were included in the Contract in order to provide for continuity of service; and

**WHEREAS**, it is the recommendation of the Department of Finance that the City enter into the Contract with the Contractor for a period of three (3) years, i.e., from September 22,

2017 through September 21, 2020, and reserve the right to extend the Contract for two (2) additional periods of one (1) year thereafter, at the option of the City.

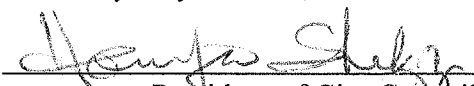
**NOW, THEREFORE, THE COUNCIL OF THE CITY OF WILMINGTON  
HEREBY ORDAINS:**

**SECTION 1.** Contract 18022DFPS - Printing and Mailing Services - between the City of Wilmington and Mailroom Systems, Inc., a copy of which Contract is attached hereto as Exhibit "A," for the period of three (3) years from September 22, 2017 through September 21, 2020, at an annual price of One Hundred Twenty-Six Thousand Six Hundred Dollars (\$126,600.00) for a total price of Three Hundred Seventy-Nine Thousand Eight Hundred Dollars (\$379,800.00), with the possibility, at the option of the City, of two (2) additional extensions of one (1) year thereafter at the same annual price, is hereby approved, and the Mayor and the City Clerk are hereby authorized and directed to execute as many copies of the Contract, as well as all additional undertakings related thereto, as may be necessary.

**SECTION 2.** This Ordinance shall become effective upon its passage by City Council and approval by the Mayor.

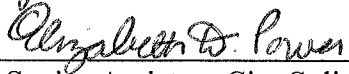
First Reading..... August 31, 2017  
Second Reading..... August 31, 2017  
Third Reading.....Sept. 7, 2017

Passed by City Council, Sept. 7, 2017

  
\_\_\_\_\_  
President of City Council


ATTEST:   
\_\_\_\_\_  
City Clerk

Approved as to form this 30<sup>th</sup> day of  
August, 2017.



Senior Assistant City Solicitor

Approved this 8 day of Sept, 2017.

  
Mayor

**SYNOPSIS:** This Ordinance authorizes the execution of Contract 18022DFPS - Printing and Mailing Services (the "Contract") - between the City of Wilmington and Mailroom Systems, Inc. for the period of three (3) years from September 22, 2017 through September 21, 2020, at an annual price of One Hundred Twenty-Six Thousand Six Hundred Dollars (\$126,600.00) for a total price of Three Hundred Seventy-Nine Thousand Eight Hundred Dollars (\$379,800.00), with the possibility of two (2) additional extensions of one (1) year thereafter at the same annual price, at the option of the City.

**FISCAL IMPACT STATEMENT:** This Ordinance authorizes the execution of the Contract for the period of three (3) years from September 22, 2017 through September 21, 2020, at an annual price of One Hundred Twenty-Six Thousand Six Hundred Dollars (\$126,600.00) for a total price of Three Hundred Seventy-Nine Thousand Eight Hundred Dollars (\$379,800.00). At the option of the City, there is the possibility of two (2) additional extensions of one (1) year thereafter at an annual price of One Hundred Twenty-Six Thousand Six Hundred Dollars (\$126,600.00).

The City of Wilmington  
will receive sealed proposals  
at the Div. of Procurement &  
Records, 5th Fl., Louis L. Redding  
Bldg., 800 French St.,  
Wilm., DE 19801 for:

## EXHIBIT A

### **18022DFPS-PRINTING AND MAILING SERVICES**

**Pre-Proposal:** Monday, June 5,  
2017, at 10:00 a.m. Louis L.  
Redding-City/County Building, 5th  
Floor Atrium Conference Room, 800  
French Street, Wilmington, DE  
19801

**Proposals are due at the end of  
business on Tuesday, June 20,  
2017, by 4:00 p.m.**

Scope of Services may be obtained  
at the above address.

Tina M. Romano-Austin  
Purchasing Agent II  
Department of Finance  
Division of Procurement and  
Records  
5/24, 5/31- NJ

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0002160999-01

CITY CONTRACT 18022DFPS -- PRINTING & MAILING SERVICES

ADDENDUM #1 -- ISSUED 6/19/17

Please see revised quantities listed on Schedule 5 -- Statement -- Printing & Mailing Services

Proposal due date has changed from Tuesday, June 20, 2017 by 4:00 p.m. to Thursday, June 22, 2017 by 4:00 p.m.

END OF ADDENDUM

## REQUESTS FOR PROPOSALS

1. Proposals on **City Contract 18022DFPS-PRINTING AND MAILING SERVICES** will be received in the Division of Procurement and Records, 5<sup>th</sup> Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware, on TUESDAY, JUNE 20, 2017, by 4:00 P.M.
2. Proposals must be an original and five (5) copies, sealed in an envelope, and the envelope endorsed "**Proposal for City Contract 18022DFPS-PRINTING AND MAILING SERVICES**" and addressed to the Department of Finance, Division of Procurement and Records, 5<sup>th</sup> Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware.
3. Any proposal may be withdrawn prior to the schedule time for opening of proposals or authorized postponement thereof. No proposal may be withdrawn within sixty (60) calendar days after the actual opening thereof.
4. The successful proposer will be required to have or obtain an appropriate business license from the Department of Finance, Revenue Division, City of Wilmington, in order to be awarded the contract. Before obtaining a City of Wilmington Business License, all applicants must show proof of a current State of Delaware Business License.
5. The successful proposer will be required to withhold City of Wilmington Wage Tax from their employees and withheld taxes paid to the City of Wilmington pursuant to the provisions of the Wilmington Wage Tax Law. This law applies to people living and/or working in the City of Wilmington.
6. The U.S. Department of Commerce monitors Procurement transaction made to minority business enterprises by the City of Wilmington. The Minority Business Developments Agency's District Office reserves the right to contact the successful minority proposer and/or subcontractor to confirm any participation in the Procurement process.
7. The successful bidder certifies that they are not listed on the Federal Governmental, Excluded Parties List System ([www.sam.gov](http://www.sam.gov)). This will be verified by the City of Wilmington and if listed may be grounds for rejection of the bid or proposal.
8. **Award and Execution of Contract**
  - A. **Consideration of Proposals.** Before awarding the contract, a proposer may be required to show that he/she has the ability, experience, necessary equipment, experienced personnel, and financial resources to successfully carry out the work required by the contract.

The right is reserved to reject any and/or all proposals, to waive technicalities, to advertise for new proposals, or to proceed to do the work otherwise, if in the judgement of the department the best interest of the City will be promoted thereby.
  - B. **Award of Contract.** The award of the contract, if it be awarded, must be within sixty (60) calendar days after the opening of proposals to the qualified proposer whose proposal complies with all the requirements prescribed. The successful bidder will be notified by letter mailed to the address shown on his proposal that his proposal has been accepted and has been awarded the contract.

C. **Cancellation of Award.** The City reserves the right to cancel the award of any contract at any time before the execution of said contract by all parties without any liability against the City.

9. Any person doing business or seeking to do business with the City shall abide by the following Global Sullivan Principles:

- A. Support universal human rights and particularly, those of employees, the communities within which you operate, and parties with whom you do business.
- B. Promote equal opportunity for employees at all levels of the company with respect to issues such as color, race, gender, age, ethnicity, or religious beliefs, and operate without unacceptable worker treatment such as the exploitation of children, physical punishment, female abuse, involuntary servitude, or other forms of abuse.
- C. Respect employee's voluntary freedom of association.
- D. Compensate employees to enable them to meet at least their basic needs and provide the opportunity to improve their skill and capability in order to raise their social and economic opportunities.
- E. Provide a safe and healthy workplace; protect human health and the environment; and promote sustainable development.
- F. Promote fair competition including respect for intellectual and other property rights, and not offer, pay, or accept bribes.
- G. Work with governments and communities in which you do business to improve the quality of life in those communities -- their educational, cultural, economic, and social well-being -- and seek to provide training and opportunities for workers from disadvantaged backgrounds.
- H. Promote the application of these principles by those with whom you do business.

**Special Note:** Effective January 1, 2015, per City ordinance 14-042, all contracts for which competitive bidding is required, minimum wage of \$10.10 per hour must be paid to workers in the performance of any contract or subcontract with the City.

**Pre-Proposal:** Monday, June 5, 2017, at 10:00 a.m. in the Louis L. Redding-City/County Building, 5<sup>th</sup> Floor Atrium Conference Room, 800 French Street, Wilmington, DE 19801

**All questions are due in writing to Tina Romano-Austin at [tromano@Wilmingtonde.gov](mailto:tromano@Wilmingtonde.gov) by noon on June 13, 2017**

**REQUEST FOR PROPOSAL**  
**18022DFPS Department of Finance, Division of Revenue**  
**Printing and Mailing Services**

**SERVICE DESIRED**

Wage Tax, Property Tax and Utility Billing Statement Printing and Mailing Services, for the City of Wilmington Finance Department, Division of Revenue (City) which will include imprinting and mailing of Property Tax and monthly Utility Billing Statements.

**CONTRACT TERM**

The City intends that the firm awarded a contract, will perform the work commencing upon the date specified in the Notice to Proceed and terminate upon expiration of the contract unless terminated by the City with the delivery of written notification of contract termination. For a full-service contract, the City anticipates entering into a three-year contract, starting September 22, 2017, with two one-year renewals, at the City's option, subject to budget appropriations.

**SELECTION PROCESS**

An Evaluation Committee will review and rank all proper submittals based on the evaluation criteria set forth in this packet. From these rankings either a recommendation to select the "most suitable" firm based upon qualifications and price will be made or a "short list" of leading candidates will be developed for interviews. The City of Wilmington will be the sole judge of the "most suitable" firm.

**INTERVIEWS**

Interviews will be held at the sole option of the City. If interviews are conducted, firms should plan to include key personnel, who will be assigned to work on the proposed project, in the interview. Firms being interviewed may be asked to provide supplemental or additional information for review by the Committee prior to the conduct of the interviews. Previous clients may be contacted as part of the evaluation process.

**DEMONSTRATION**

At the option of the City, firms and/or the firm selected as the "most suitable" may be required to demonstrate the functionality of an existing similar system. The demonstration must be conducted with the products and must be able to demonstrate the functionality.



Failure to agree with the demonstration may disqualify the firm. Failure to use the products proposed or to achieve the performance proposed may disqualify the firm and the demonstration will be concluded.

During the contract term, the City reserves the right to perform bi-annual inspections at the firm's site.

### SUBCONTRACTORS

The proposal shall identify all subcontractors and the procedures for managing all subcontractors. Firm may not hire or change subcontractors without prior written permission of the City.

### SELECTION COMMITTEE

The Evaluation Committee will be composed of professionals with software programming and systems analysis skills; procurement and contracting skills; billing and collection skills; and management skills.

The Committee will be interested in learning how you have provided services of this type and how you might handle this work. Structure your responses to make it easy for them to evaluate your capabilities and experience.

Typically, committees try to review all presentations at one sitting to facilitate continuity, which helps improve the consistency of the individual scoring. Due to the number of firms that usually respond and the limited amount of time available to review each proposal, it is strongly recommended that you be concise and to the point.

### SUBMITTAL

Submit response in six (6) hard copies (original and 5 duplicate hard copies). Responses shall be sealed in an opaque envelope or package which has been clearly marked in the upper left corner with the words "REQUEST FOR PROPOSAL" followed by the firm name and address. In the lower left corner of the envelope or package write out the RFP number, submittal date, and project title.

### SUBMITTAL CONTENTS

The submittal response consists of the items listed in the "Contents of Request for Proposal" Section. Any material submitted for consideration must be incorporated in each response copy. A single set of material will not be reviewed. Submissions will become part of the official records for this RFP and cannot be returned.

### SUBMITTAL DEADLINE

It is the sole responsibility of the respondent to ensure that their submittal is in the possession of the City of Wilmington Procurement Division, Department of Finance by the appointed date and time. The City of Wilmington shall assume no responsibility for any delay in any other service resulting in a submittal being received late by the Purchasing Department.

### SUBMITTAL REJECTION

The City of Wilmington reserves the right to reject any or all Proposals, portions or parts thereof, and to waive all minor irregularities. Special attention will be directed to the qualifications of the firm when considering the award of a contract.

### SECTION 2 - CONTENTS OF REQUEST FOR PROPOSAL

As a request for proposal identification please make the first sheet of the submittal the completed Part 1 "Proposal Summary and Year Sheet" immediately followed by completed Parts 2, 3, 4, 5, and 6. Use continuation sheets as necessary indexed to the part to which it is responding.

### PART 1-PROPOSAL SUMMARY AND COVERSHEET

A. Legal Name of Applicant Company:

B. Name of

Contact

Person: Title:

Telephone Number:

C. Did outside individuals/agencies assist with preparation of this program? \_\_YES \_\_No  
If "Yes", please describe:

D. Scope of interest: This proposal is submitted for consideration of our firm for the following noted Request for Proposal:

**REQUEST FOR PROPOSAL**  
**18022DFPS Department of Finance, Division of Revenue**  
**Printing and Mailing Services**

I certify that to the best of my knowledge the information contained in this RFP is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I understand that the final funding for any service is based upon funding levels and the approval of the Wilmington City Council.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature, Administrator or Applicant Agency

\_\_\_\_\_  
Date

**PART 2 - Receipt of Addendum:**

All official clarifications or interpretations of the proposal documents will be by written addenda only. The firm acknowledges receipt of the following addenda if any:

No.	Dated	Addendum No.	Dated	Addendum No.	Dated	Addendum No.	Dated

**PART 3 – ADMINISTRATIVE INFORMATION****A. FIRM:**

1. Name of Firm: \_\_\_\_\_
2. Business Address: \_\_\_\_\_
3. Telephone Number: \_\_\_\_\_
4. Fax Number: \_\_\_\_\_
5. Federal Tax Identification Number: \_\_\_\_\_

**B. INSURANCE COMPANY:**

1. Name of Company: \_\_\_\_\_
2. Name of Agent: \_\_\_\_\_
3. Address: \_\_\_\_\_
4. Telephone Number: \_\_\_\_\_

**PART 4 -CONTRACTOR QUALIFICATION STATEMENT:**

The following statements of experience, personnel and general qualifications of the firm are submitted with the assurance that the owner can rely on its accuracy and truthfulness. If more space is required for your answers, please attach a continuation sheet(s) to the corresponding Proposal response page referencing the item number.

1. The firm has been in business continuously from (month and year).
2. Describe the general experience of the firm.

3. List all engagements the company has undertaken in the last five years which have resulted in:

a. Arbitration or litigation and the disposition of the cases.

b. Claims being files by any Federal, State, Local Governmental agency or individual.

c. Liens filed by supplies or subcontractors. List with whom, for what, and amount.

## **Part 5 – SERVICES**

Statement-Printing & Mailing Services. The following basis service for imprinting and mailing of monthly, quarterly and annual binning invoices is desired by The City of Wilmington. Other services may be added for a contract is signed or during the contract term by agreement of the parties. Alternative methods which provide equal or better service or which reduce cost will be considered.

### **A. Tasks/Specifications**

1. One Time Set-Up & Testing: Contractor representatives will be available to work with City staff, as needed, to accomplish timely implementation of imprinting and

mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details. Contractor must develop a process to provide samples of each billing in RDF format of each of the statement categories, i.e. Utility, Real Estate and Wage Tax.

2. Imprinting & Mailing:

- a. Contractor representatives will be available to work with City staff as needed to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details.
- b. The City will transmit the monthly billing data to the contractor usually within the last week of each month for monthly Utility Billing and Real Estate annual billing, and quarterly for delinquent Real Estate bills; and periodically for Wage Tax, or as needed for any of these billing types. The monthly transmission file may include flags on some account denoting the requirement for contract to include "monthly inserts" (see paragraph 3 and 4 below) with the statement for that account.
- c. The contractor will imprint and mail the statements within 2 (two) working days of receipt of the billing data, unless special arrangement is made between the contractor and the City.
- d. The contractor will pick up all materials required either from the City's Revenue Division or from the City's designated printing company and have the capability to store a six-month supply of imprinting/mailing stock and mailing envelopes.
- e. The contractor will be required to store, control and maintain the delivered imprinting/mailing stock, including notifying the City when stock levels reach the three-month supply level. This includes envelopes, bill forms and any other necessary materials.
- f. Contractor must have ability to:
  - I. Work with multiple file formats including fixed, width, cvs, xml, and excel.
  - II. Perform calculations/add logic based on the bill state file values.
  - III. Change print layout on demand.
  - IV. Provide PDF samples prior to printing.
  - V. Exclude selected bills from printing.

3. Special Inserts Mailing:

- a. Contractor representatives will be available to work with City staff as needed to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details.

Description	Estimated Quantity	Unit	Unit Price	Extension
Annual Cost				
One time Set-Up & Testing	1	LS		

- b. Periodically, the City may desire a "special insert" to be included in all or a portion of the total month's mailing. The City will advise the contractor, at least five (5) working days prior to the transmission of billing data for that month, of the requirements to include "special inserts" in that month's mailings.
- c. The contractor will print "special inserts" from data provided by the City to be included in either all the mailings or as flagged on the monthly transmission data from the City. The special inserts to be printed by the contractor will generally be printed on one side of the paper on regular white paper or colored bond paper, 8 ½" by 11", with black ink. Or the City will mail or deliver the "special inserts" to the contractor to be included in either all the mailings or as fluffed on the monthly transmission data from The County. The method of flagging such accounts will be as agreed upon between the City and the contractor.
- d. The special inserts will either be pre-folded or a flat single sheet of paper or flyer measuring nominally 3 ½" X 8 ½" to 8 ½" X 11".

B. Price for Services:

**SCHEDULE 5 – STATEMENT PRINTING & MAILING SERVICES**

<b>Printing</b>	300,000	EA		
Folding – Tri-Fold (8/12/ x 11)	300,000	EA		
One time Set-Up & Testing	600,000	EA		
Inserting Statement and Return Envelope (2 pc)	300,000	EA		
Presorting	300,000	EA		
Mailing – Postage	75,000	EA		
Special Flat Insert		EA		
Other Cost				
Grant Total				

C. Questions

1. Indicate how many years your firm has had experience comparable to that required under the proposed contract as a print contractor (years) and/or as a subcontractor (years).
2. List up to five (5) of your most recent clients with whom you have provided similar services, including the years the services were provided and the value of the contracts.
3. Describe your experience providing similar services for public sector organizations.
4. Describe your organization to include staff and resources that will be utilized to provide Statement Printing & Mailing Services.
5. List the key personnel who will be assigned to work on the Statement Printing & Mailing Services. As part of the final selection process, the City may request resumes of key personnel that will be assigned to work on the Statement Printing & Mailing Services. Failure to provide resume information can be cause for rejecting a submittal as non-responsive. Note: The selected firm will notify the City of changes in the key personnel assigned to work on the Statement Printing & Mailing Services and will agree to furnish resumes upon request.

Name

Title

Experience

6. Describe your methods, innovation and techniques used to explore, develop, control and accomplish work of Billing Services.
7. Describe the major items of equipment anticipated to be used to support Statement Printing & Mailing Services, such as: computed system software; work processing software and hardware; reproduction and binding equipment; and, any other significant productivity tools.
8. Indicate if your equipment can handle sorting or a print file for sorting of zip codes for preparation of imprinting statement for mailing with the US Post Office.
9. Describe your knowledge of Code Accuracy Support System (CASS) certifications.



10. Describe your experience with multiple inserts with invoices for mailings.
11. Describe your experience with bulk mailing and mailing permits.
12. Describe the location where the stock of The City's pre-printed forms will be stored.
13. Describe how a deadline would be met, if the mail equipment used failed.
14. If the City changes the billing cycle from once a month to twice a month, describe the impact of the operations.
15. In the event of a disaster, including major or minor events, describe your plans in place for continuing to provide the Statement Printing & Mailing Services.

#### **PART 6 – QUALITY:**

The vendor is required to quality check all files before sending samples to City for their review. This would include verification of the following items:

1. Name
2. Address
3. Account Number
4. Invoice Number
5. Customer Number
6. Parcel number and parcel address

Vendor should have access to flag an account if it needs special handling to be returned to the City.

Vendor is to notify City immediately if any processing malfunctions occur which could impact the quality of the work produced.

Vendor will meet with the City twice a year to discuss any processing errors, to ensure adequate resolution, and to prevent future occurrences.

#### **PART 7 – EXPERIENCE AND DELIVERY INSTRUCTIONS**

Selected vendor is required to have at least three years' experience in this field and the posted mail needs to be delivered to USPS at 147 Quigley Blvd, Hares Corner, New Castle, DE 19720

**PART 8 – OTHER:**

(Optional) The purpose of Part 6 is to provide a place for the instruction of any other information believed necessary to more fully develop the response, include any proposed alternatives or deviations to minimum specifications

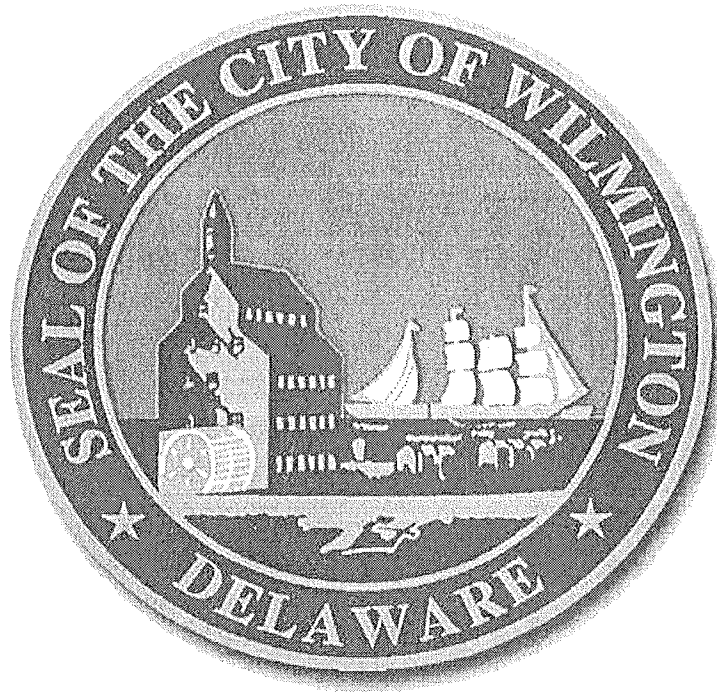
**Pre-Proposal Meeting:** Monday, June 5, 2017, at 10:00 a.m., in the 5<sup>th</sup> Floor Atrium, Room, 800 French Street, Louis L. Redding City/County Building, 5<sup>th</sup> Floor, Wilmington, DE 19801

**Proposal Due Date:** Tuesday, June 20, 2017 by 4:00 p.m.

**ATTACHMENT A – EVALUATION CRITERIA AND WEIGHTS**

<u>Criteria</u>	<u>Description</u>	<u>Weight</u>
1	FIRM'S APPROACH TO PROVIDING SERVICES Evaluation of Firm's Responses to Section 2, Parts 1 through 7	40
2	FIRM'S EXPERIENCE AND CAPABILITIES Evaluation of Firm's Responses to Section 2, Parts 1 through 7	35
3	PRICING Evaluation of Firm's Proposal in Section 2, Part 5 & Weighted Against The Firm's Responses to Section 2, Parts 1 through 7	25
		100

# MAILROOM SYSTEMS, INC.



## **REQUEST FOR PROPOSALS (RFP) RFP NO. 18022DFPS**

Tuesday, 20 June 2017

**Division of Revenue, Department of Finance Printing & Mailing Services**

**Pre-proposal meeting Monday, 05 June 2017 @ 10:00 a.m.**

SUBMITTAL DEADLINE	SUBMIT	SUBMIT TO
4:00 P.M. Local, Tuesday 20 June 2017	Original plus five (5) duplicate hard copies	Department of Finance, Division of Procurement and Records, 5 <sup>th</sup> Floor Louis L. Redding City/County Building 800 French Street Wilmington, DE 19801

All questions are due in writing to Tina Romano-Austin at [tromano@wilmingtonde.gov](mailto:tromano@wilmingtonde.gov) by noon on 13 June 2017

## SECTION 1 - REQUEST FOR PROPOSAL (RFP)

**SERVICE DESIRED:** Wage Tax, Property Tax and Utility Billing Statement Printing & Mailing Services, for the City of Wilmington Finance Department, Division of Revenue (City) which will include imprinting and mailing of Property Tax and monthly Utility Billing statements.

**CONTRACT TERM:** The City intends that the firm awarded a contract, will perform the work commencing upon the date specified in the Notice to Proceed and terminate upon expiration of the contract unless terminated by the City with the delivery of written notification of contract termination. For a full service contract the City anticipates entering into a three-year contract, starting 22 September 2017, with two one-year renewals, at the City's option, subject to budget appropriations.

**SELECTION PROCESS:** An Evaluation Committee will review and rank all proper submittals based on the evaluation criteria set forth in this packet. From these rankings either a recommendation to select the "most suitable" firm based upon qualifications and price will be made or a "short list" of leading candidates will be developed for interviews. The City of Wilmington will be the sole judge of the "most suitable" firm.

**INTERVIEWS:** Interviews will be held at the sole option of the City. If interviews are conducted, firms should plan to include key personnel, who will be assigned to work on the proposed project, in the interview. Firms being interviewed may be asked to provide supplemental or additional information for review by the Committee prior to the conduct of the interviews. Previous clients may be contacted as part of the evaluation process.

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**SUBCONTRACTORS:** The proposal shall identify all subcontractors and the procedures for managing all subcontractors. Firm may not hire or change subcontractors without prior written permission of the City.

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SUBMITTAL REJECTION: The City of Wilmington reserves the right to reject any or all Proposals, portions or parts thereof, and to waive all minor irregularities. Special attention will be directed to the qualifications of the firm when considering the award of a contract.

## SECTION 2 - CONTENTS OF REQUEST FOR PROPOSAL

As a request for proposal identification please make the first sheet of the submittal the completed Part 1 - Proposal Summary And Cover Sheet" immediately followed by completed Parts 2, 3, 4, 5, 6, 7 and 8. Use continuation sheets as necessary indexed to the part to which it is responding.

### PART 1 - PROPOSAL SUMMARY AND COVER SHEET

A. Legal Name of Applicant Company: **Mailroom Systems, Inc.**

B. Name of Contact Person: **Stephen T. Trainer**

Title: **President**

Telephone Number: **610 236 9100 x 3001**

C. Did outside individuals/agencies assist with preparation of this program? **NO**  
If "Yes", please describe:

D. Scope of interest: This proposal is submitted for consideration of our firm for the following noted Request for Proposal:

REQUEST FOR PROPOSAL  
18022DFPS Department of Finance, Division of Revenue  
Printing and Mailing Services

I certify that to the best of my knowledge the information contained in this RFP is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I understand that the final funding for any service is based upon funding levels and the approval of the Wilmington City Council.

**Stephen T. Trainer**  
Print Name

**President**  
Title

  
Signature, Administrator or Applicant Agency

**21 JUNE 2017**  
Date

## PART 2 - Receipt of Addendum

All official clarifications or interpretations of the proposal documents will be by written addendum only.  
The firm acknowledges receipt of the following addendum if any:

Addendum No.	Dated	Addendum No.	Dated	Addendum No.	Dated	Addendum No.	Dated
#1	19 June 2017.						

## PART 3 - ADMINISTRATIVE INFORMATION

### A. FIRM:

1. Name of Firm: **Mailroom Systems, Inc.**
2. Business Address: **340 Buttonwood Street West Reading, PA. 19611**
3. Telephone Number: **610 236 9100 x 3001**
4. Fax Number: **610 372 4490**
5. Federal Tax Identification Number: **23-2806567**

### B. INSURANCE COMPANY:

1. Name of Company: **Utica Mutual Insurance Company**
2. Name of Agent: **Donna LaBree**
3. Address: **60 Haddonfield-Berlin Rd  
Cherry Hill, NJ 08034**
4. Telephone Number: **(856) 795-7500, ext 341**

## PART 4 - CONTRACTOR QUALIFICATION STATEMENT

The following statements of experience, personnel and general qualifications of the firm are submitted with the assurance that the owner can rely on its accuracy and truthfulness. If more space is required for your answers, please attach a continuation sheet(s) to the corresponding Proposal response page referencing the item number.

1. The firm has been in business continuously from:  
**March, 1973**

2. Describe the general experience of the firm.

**Mailroom Systems, Inc. Headquartered at 340 Buttonwood Street West Reading Pennsylvania was founded in 1973 by Thomas J. Trainer. Mr. Trainer saw the need for businesses to outsource their outgoing USPS mail to enable them to spend more time focusing on their day to day core business activities. In 1978 the United States Postal Service increased the postage discount for presorted mail from \$.01 to \$.02. At this point Mr. Trainer decided that this was an opportune time to launch Mailroom Systems' presorting services. Thomas J. Trainer retired as president of the company in 1995.**

Stephen T. Trainer has been the President since Mr. Thomas J. Trainer's retirement and has continued to expand upon the core business. Mailroom Systems, Inc. has been developed into a customer tailored mailing system, where under one roof all of the following functions can be completed:

1. Receiving data file via our secured FTP web site
2. Printing
3. Folding
4. Intelligent Inserting
5. Comingled Presort/Barcoding

The above insures the highest level of mail integrity and security as the chain of custody is maintained up to the dispatch of the finished mail trays directly to the USPS Processing & Distribution Center responsible for the local delivery of the mail, thus insuring the quickest delivery time to your customer and thus the quickest receipt of your receivables (Reducing Days on Sale). The above described outline of mail flow is not offered by nor rivaled by ANY competitor. Currently, Mailroom Systems, Inc. services over three (300) hundred customers on a daily basis and manages millions of dollars of United States Postal revenue. Our daily dispatched mail volume is in excess of 300,000 pieces, with 20% of that volume (60,000 mail pieces) originating from our printing department. With the above in mind, Mailroom Systems, Inc. can insure the maximum postage discount is obtained for you our CUSTOMER.

3. List all engagements the company has undertaken in the last five years which have resulted in:

- a. Arbitration or litigation and the disposition of the cases.

A Richard Fernandez filed a religious discrimination case in the US District Court for the Eastern District of Pennsylvania against the Company after he was terminated. Mr. Fernandez was a driver who was terminated after he was deemed uninsurable by our insurance carrier. In addition, his driver's license had been suspended. The case was settled for nuisance value.

- b. Claims being filed by any Federal, State, Local Governmental agency or individual.

Other than various claims for workers compensation and unemployment compensation, we are only aware of 1 other potential claim. Recently, we were notified of an initial corporate income tax assessment by the State of New Jersey. Our response is not due until July 27, 2017, and we are still in the process of having our accountants determine what, if any, is due to the State of New Jersey.

- c. Liens filed by suppliers or subcontractors. List with whom, for what, and amount.  
None

## **PART 5 - SERVICES**

Statement-Printing & Mailing Services. The following basic service for imprinting and mailing of monthly, quarterly and annual billing invoices is desired by The City of Wilmington. Other services may be added before a contract is signed or during the contract term by agreement of the parties. Alternative methods which provide equal or better service or which reduce cost will be considered.

A. Tasks/Specifications:

1. One Time Set-Up & Testing: Contractor representatives will be available to work with City staff, as needed, to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details. Contractor must develop a process to provide samples of each billing in RDF format of each of the statement categories, i.e. Utility, Real Estate and Wage Tax.

2. Imprinting & Mailing:

a. Contractor representatives will be available to work with City staff as needed to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details.

b. The City will transmit the monthly billing data to the contractor usually within the last week of each month for monthly Utility Billing and Real Estate annual billing, and quarterly for delinquent Real Estate bills; and periodically for Wage Tax, or as needed for any of these billing types. The monthly transmission file may include flags on some accounts denoting the requirement for contractor to include "monthly inserts" (see paragraph 3 & 4 below) with the statement for that account.

c. The contractor will imprint and mail the statements within two (2) working days of receipt of the billing data, unless special arrangement is made between the contractor and the City.

d. The contractor will pick up all materials required either from the City's Revenue Division or from the City's designated printing company and have the capability to store a six-month supply of imprinting/mailing stock and mailing envelopes.

e. The contractor will be required to store, control and maintain the delivered imprinting/mailing stock, including notifying the City when stock levels reach the three-month supply level. This includes envelopes, bill forms and any other necessary materials.

f. Contractor must have ability to:

- I. Work with multiple file formats including fixed, width, CSV, XML and Excel.
- II. Perform calculations/add logic based on the bill state file values.
- III. Change print layout on demand.
- IV. Provide PDF samples prior to printing.
- V. Exclude selected bills from printing.

3. Special Inserts Mailing:

a. Contractor representatives will be available to work with City staff as needed to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details.

Description	Estimated Quantity	Unit	Unit Price	Extension
Annual Cost				
One time Set-Up & Testing	1	LS	\$0	\$0



b. Periodically, the City may desire a "special insert" to be included in all or a portion of the total month's mailing. The City will advise the contractor, at least five (5) working days prior to the transmission of billing data for that month, of the requirements to include "special inserts" in that month's mailings.

c. The contractor will print "special inserts" from data provided by the City to be included in either all the mailings or as flagged on the monthly transmission data from the City. The special inserts to be printed by the contractor will generally be printed on one side of the paper on regular white paper or colored bond paper, 8 1/2" X 11", with black ink. Or the City will mail or deliver the "special inserts" to the contractor to be included in either all the mailings or as flagged on the monthly transmission data from The County. The method of flagging such accounts will be as agreed upon between the City and the contractor.

d. The special inserts will either be pre-folded or a flat single sheet of paper or flyer measuring nominally 3 1/2" X 8 1/2" to 8 1/2" X 11".

**B. Price for Services:**

**SCHEDULE 5 – STATEMENT PRINTING & MAILING SERVICES**

<b>Printing</b>	300,000	EA	\$.011	\$3,300.00
Folding – Tri-fold (8 1/2 x 11)	300,000	EA	\$.01	\$3,000.00
One time Set-Up & Testing	1	EA	\$0	\$0
Inserting Statement and Return Envelope (2 pc)	600,000	EA	\$.0065	\$3,900.00
Presorting	300,000	EA	\$.015	\$4,500.00
Mailing - Postage	300,000	EA	\$.373	\$111,900.00
Special Flat Insert		EA		
Other Cost				
<b>Grand Total</b>				<b>\$126,600.00</b>

**C. Questions:**

1. Indicate how many years your firm has had experience comparable to that required under the proposed contract as a print contractor (20+ years) and/or as a subcontractor (N/A).

2. List up to five (5) of your most recent clients with whom you have provided similar services, including the years the services were provided and the value of the contracts.

1. Diamond Credit Union  
Lory Sheff, (610) 326-5490 ext 2011  
sheffl@diamondcu.com  
1600 Medical Drive  
Pottstown, Pa. 19464  
Value \$61,423.47  
Years of Service: 5

2. Energy Management Systems  
Ann Nutter (610)296-2875  
anutter@ems3.com  
801 Springdale Dr.  
Exton, Pa. 19341  
Value **\$211,541.30**  
Years of Service: 12
3. Marlin Leasing  
Craig Green (888) 479 9111 x 4149  
cgreen@marlinleasing.com  
300 Fellowship Rd  
Mount Laurel, NJ 08054  
Value **\$120,412.68**  
Years of Service: 11
4. Quest Diagnostics  
Kamlesh Jani (484) 676-7342  
kamlesh.k.jani@questdiagnostics.com  
1001 Adams Ave.  
Norristown, Pa. 19403  
Value **\$660,258.35**  
Years of Service: 13
5. Jonas Fitness  
Michelle Davis (832) 864-1142  
michelle.davis@jonasfitness.com  
16969 North Texas Ave., Suite 500  
Webster, TX. 77598  
Value: **\$115,718.47**  
Years of Service: 4

3. Describe your experience providing similar services for public sector organizations.

We are familiar with your project as we have performed these services for the City of Wilmington for the past 8 years. We have been providing services for the public sector for more than 20 years. In addition to providing daily printing, folding, inserting, metering and presort barcoding services, we have also assisted them with annual mailings (tax bills), monthly mailings (water/sewer bills).

**We currently hold the following public sector Contracts:**

- a. PHEAA, Commonwealth of Pennsylvania
- b. Horsham Water/Sewer Authority, Pennsylvania
- c. Quakertown Community School District, Pennsylvania
- d. Whitemarsh Township Authority, Pennsylvania
- e. Warminster Municipal Authority, Pennsylvania
- f. Borough of Conshohocken Authority, Pennsylvania
- g. Souderton Area School District, Pennsylvania
- h. Montgomery County Community College, Pennsylvania
- i. City of Passaic, New Jersey
- j. Borough of South Plainfield, New Jersey

4. Describe your organization to include staff and resources that will be utilized to provide Statement Printing & Mailing Services.

**Mailroom Systems, Inc. has been developed into a customer tailored mailing system, where under one roof all of the following functions can be completed:**

**a. Receiving data file via our secured FTP web site, in today's security minded environment it is required to have a seasoned IT staff (Marlin Behler, Manager) that can deal with threats, both external and internal and make sure that the most efficient paths (both software and hardware) are utilized.**

**b. Printing/Folding/ Intelligent Inserting, to be able to provide integrity in inserting you must begin with the quality of printing. There is a never ending of new and better hardware and software to improve the flow from Data to finished mail piece and having a seasoned operation staff (Christine Shappell/Ed Rolko; Print/Letter shop Managers) dealing with the daily challenges is a key to our success.**

**c. Comingled Presort/Barcoding, the USPS has continued to place high goals and objectives on this industry. The level of advancement in the OCR (readers), both hardware and software over the past ten (10) years has been incredible. Having a seasoned operation staff (James Uppole, VP Mail Operations) dealing with the daily continuing upgrades is a key to our success. With the above in mind we have been able to assure the highest level of mail integrity and security as the chain of custody is maintained up to the dispatch of the finished mail trays directly to the USPS Processing & Distribution Center responsible for the local delivery of the mail, thus insuring the quickest delivery time to your customer and thus the quickest receipt of your receivables (Reducing Days on Sale). The above described outline of mail flow is not offered by nor rivaled by ANY competitor.**

5. List the key personnel who will be assigned to work on the Statement Printing & Mailing Services. As part of the final selection process, the City may request resumes of key personnel that will be assigned to work on the Statement Printing & Mailing Services. Failure to provide resume information can be cause for rejecting a submittal as non-responsive. Note: The selected firm will notify the City of changes in the key personnel assigned to work on the Statement Printing & Mailing Services and will agree to furnish resumes upon request.

<u>Name</u>	<u>Title</u>	<u>Experience</u>
a. Stephen Trainer	President	30 years
b. Mike Goda	CFO	30 years
c. Larry Weirich	VP Transportation & Logistics	30 years
d. Manuel Laureano	Manager Transportation & Logistics	20 years
e. James Uppole	VP Mail Operations	26 years
f. Marlin Behler	IT Manager	27 years
g. Christine Shappell	Print/Letter shop Manager	14 years
h. Ed Rolko	Print/Letter shop Manager	20 years
i. Renuca Shauf	Print/Letter shop Supervisor	5 years
j. TJ Tull	OCR Manager	10 years
k. Todd Tull Sr.	OCR Supervisor	15 years

6. Describe your methods, innovation and techniques used to explore, develop, control and accomplish work of Billing Services.

Our years of experience and exposure in the mailing industry and its many facets, have allowed us to develop business relationships with professionals from across a large spectrum of industries. We are very fortunate to have inside information through these resources that support our need to be on the cutting edge as industry standards change and improve.

7. Describe the major items of equipment anticipated to be used to support Statement Printing & Mailing Services, such as: computer system software and hardware; word processing software and hardware; reproduction and binding equipment; and, any other significant productivity tools.

Mailroom Systems, Inc. is currently utilizing an IBM x236 File Server with multiple mirrored hard drive sets and redundant power supplies. We have also just invested in additional mirrored storage and a brand new LTO2 Ultrium Tape Drive for nightly backup and backup verification currently using a two-week rotation of tapes. The Operating System is the Microsoft Small Business Server 2003 Standard Software Suite utilizing Symantec Backup Exec software for backing-up the Small Business Server components. Mailroom Systems, Inc. also employs Symantec Antivirus software for Antivirus protection on the PC's & the File Server.

- The computer system software that will be utilized to create your Statements is DocForm5™. This software handles the task of merging variable and static data and content, to create personalized print and electronic documents.
- The word processing software used in our office and production environments is Microsoft Office Suite. We find it suits all of our needs internally.
- The hardware to produce the document will be a Konica Minolta bizhub PRO 1050, capable of printing over 100 pages per minute. The cut sheet printer is networked directly with the DocForm5 software. After a one time set up of all statements, invoice or document "templates" the files are able to be sent through our software that automatically initiates the printing process.
- The reproduction and binding needs are handled through the Konica Minolta bizhub PRO 1050.
- The other significant productivity tools we utilize are two (2) Bell & Howell Intelligent Mail Star inserters (mail inserting machines), one four (4) station, with a high capacity top sheet feeder and OMR intelligence, one eight (8) station with a high capacity bottom sheet feeder and barcode reading intelligence. Both are equipped with MBO folders and AUI technology. This software system insures quality control through job set up functions that are controlled by supervisors, through password protection.

We also utilize three (3) Bell & Howell J3000 MLOCR Letter Sorting Machines. All are equipped with the latest and greatest reader technology. Each machine is equipped with a Sabre NW Core I7 Reader Camera System, Sabre Plus (Parascript Software) for handwritten mail, Integrated Move Comply for USPS Move Update compliancy and a SBVA (Software Based Verifier Analyzer) to verify and analyze the IMB barcode quality like the USPS Merlin machine does. All MLOCR's have full service Intelligent Mail Barcode (IMB) software and hardware as well as brand new Video Jet 37PC inkjets to insure the highest quality barcode being sprayed on each mail piece, thus assuring the maximum postal savings for you our customer.

8. Indicate if your equipment can handle sorting of a print file for sorting of zip codes for preparation of imprinting statements for mailing with the US Post Office.

**Yes**

9. Describe your knowledge of Coding Accuracy Support System (CASS) certifications.

**We use Bell & Howell software that is (CASS) Certified with the USPS that is updated every month. We (MASS) certify with the USPS every year.**

10. Describe your experience with multiple inserts with invoices for mailings.

**Our Mail Star 825 ( Inserter) with AUI intelligence, provides security and integrity to all customer mailings, through the System Functions. Features include pre-programmed job options that are customer and job specific, including all components, all computer weighing, postage meter by weight and barcode reading when applicable. The standard sensors and detection devices are also controlled through the system. They are accessible only with Supervisor or Management access. One of the largest obstacles when dealing with mailing equipment is the risk of double stuffs, compromising privacy. This intelligence eliminates those risks by requiring the individual stock weights to be entered into the job program thereby insuring the integrity of the contents of the letter. If a completed "set" is removed, it cannot run thru as part of the original mailing, it will have to be declared "manually processed" to be accounted for in the predetermined print and fold count. Given the above technological capabilities we can insure inserting integrity of up to eight inserts.**

11. Describe your experience with bulk mailings and mailing permits.

**Mailroom Systems, Inc has been in the mailing business since 1978 and processes and dispatches in excess of 300,000 pieces of mail daily. Each days mailing consist of both meter and permit mail entered via postal form 3600 and the subsequent multiple dispatches to nine (9) individual USPS P&DC's via postal form 8017.**

12. Describe the location where the stock of the City's pre-printed forms will be stored.

**It will be stored on site in our 20,000sq foot mail processing facility, that is a secured stand alone structure on 2 acres.**

13. Describe how a deadline would be met, if the main equipment used failed.

**We have redundant printing equipment and if all of our print systems would fail, we are contracted through our service maintenance provider to support our commitments in the event that there could be significant downtime.**

- We have on site maintenance of all mailing equipment, to minimize mailing machine failures.**

**We currently operate our equipment at 60% capacity, so in the event that one mailing machine fails, there is excess capacity on the remaining functioning equipment to accommodate the production needs and meet the deadlines. Beginning January 1, 2009 all inserting has been processed exclusively utilizing one (1) of our multiple intelligent inserters.**

14. If the City changes the billing cycle from once a month to twice a month, describe the impact on the operation.

**None**

15. In the event of a disaster, including major or minor events, describe your plans in place for continuing to provide the Statement Printing & Mailing Services.  
(See Attached Disaster Recovery Plan)

## **PART 6 - QUALITY**

The vendor is required to quality check all files before sending samples to the City for their review. This would include verification of the following items:

1. Name
2. Address
3. Account Number
4. Invoice Number
5. Customer Number
6. Parcel Number and parcel address

**Agreed**

Vendor should have access to flag an account if it needs special handling to be returned to the city.

**Agreed**

Vendor is to notify the City immediately if any processing malfunctions occur which could impact the quality of the work produced.

**Agreed**

Vendor will meet with the City twice a year to discuss any processing errors, to ensure adequate resolution, and to prevent future occurrences.

**Agreed**

## **PART 7 - EXPERIENCE AND DELIVERY INSTRUCTIONS**

Selected vendor is required to have at least three (3) years experience in this field and the posted mail needs to be delivered to the USPS at 147 Quigley Blvd., New Castle, DE 19720.

**Mailroom Systems has 39 years of experience in the mailing industry**

**Agreed**

## **PART 8 - OTHER**

(Optional) The purpose of Part 8 is to provide a place for the introduction of any other information believed necessary to more fully develop the response, including any proposed alternatives or deviations to the minimum specifications.

### **1. Employees:**

- a. Every employee is subject to Pennsylvania State Police and NCIC (National Crime and Information Center operated by Department of Justice) background check.
- b. Every employee is subject to random drug testing.
- c. Every employee signs a non-compete and confidentiality contract.
- d. Every employee is fully bonded

### **2. Transportation:**

- a. Company owned vehicle fleet in excess of fifty GPS tracked (50) vehicles
- b. Company employed drivers
- c. Entire fleet maintained by company employees
- d. Towing and recovery operations handled by company employees.

**3. Mail Processing Facility:**

- a. Back up electrical generation plant on site.
- b. Biometric access with MEDCO Security locks as redundancy.
- c. Burglary and Fire alarm system
- d. 24/7 Video surveillance of all internal and external areas of the processing facility and property

**4. Daily USPS Acceptance and Postal Distribution Center (P&DC) delivery to:**

- a) DV Daniels (North Jersey) P&DC; Kearny, NJ. 07099
- b) Trenton P&DC; Trenton, NJ. 08650
- c) South Jersey P&DC, Bellmawr, NJ. 08099
- d) Philadelphia P&DC, Philadelphia, Pa. 19176
- d) Wilmington P&DC, New Castle, DE. 19720
- e) Lehigh Valley P&DC, Lehigh Valley, Pa. 18002
- f) Reading Service Hub, Reading, Pa. 19612
- g) Harrisburg P&DC, Harrisburg, Pa 17107
- h) Baltimore P&DC, Baltimore, MD 21233

## Disaster Recovery Plan

### Section 1. Major goals of this plan

The major goals of this plan are the following:

- To minimize interruptions of the normal mail operations.
- To limit the extent of disruption and damage.
- To minimize the economic impact of the interruption.
- To establish alternative means of operation in advance.
- To train personnel with emergency procedures.
- To provide for smooth and rapid restoration of mail service.

### Section 2. Personnel

Emergency Customer Contact Chain of Command Personnel			
Name	Position	Address	Telephone
Stephen Trainer	President	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3001 Cell # 610 637 5109
James Uppole	VP of Mail Operations	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3004 Cell# 610 721 4835
Larry Weirich	VP of Transportation Logistics	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3003 Cell# 610 637 8436
Michael Goda	CFO	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3005 Cell# 610 637 1178



### **Section 3. Inventory profile**

Equipment on hand that is duplicated on site in case of failure:

- 11 MLOC's
- 15 meter stations
- 4 Baum Folders
- 5 Inserters
- 40 Personal computers w/ Smart Backup
- 50 cellular telephones
- 50 cellular tablets
- Air conditioners and heaters
- Multiple and redundant data communication providers
- Spare displays, keyboards and mouse's
- Racks for palletized storage
- Humidifiers and dehumidifiers
- Four loading docks
- 30 Chevrolet Box Vans for mail distribution
- 20 Chevrolet City Vans for mail distribution
- 3 Straight Body Box Trucks for mail distribution
- 72 hour fuel supply for all route vehicles

### **Section 4. Information services backup procedures**

- IBM Server w/Belkin Backup
  - Daily, journal tapes are changed at 8:00am daily.
  - Daily, a save of changed objects in the following libraries and directories is done daily. Drives: (c) , (d) , (e) , (f) , (g) , (h) ,(o) , (r) This procedure also saves the files to the drives.
  - On a daily basis a complete save of the system is done.
  - All saved media is stored onsite in a vault at 340 Buttonwood Street West Reading, PA 19611 and also stored at a secured offsite location.
- Personal Computer
  - All individual computers are backed up. Copies of the computer files are uploaded to the server daily, just before a complete save of the system is done. It is then saved with the normal system save procedure. This provides for a more secure backup of computer-related systems where a local area disaster could wipe out important computer systems.

## **Section 5. Disaster recovery procedures**

### **Emergency Response Procedures**

#### **STRATEGIES – FIRE**

A fire may include visible flames, smoke, or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911 (9-911 from a internal phone); Management shall work with the emergency responders to provide information about the location of the fire, the cause of the fire, and to assist in a safe and orderly evacuation of the building.

#### **Immediate Action**

1. For the person discovering the fire, remember R-A-C-E:
  - A. REMAIN CALM, and RESCUE anyone in immediate danger.
  - B. ALARM—pull the nearest fire alarm.
  - C. CONTAIN the fire—close all doors but do not lock them—and CALL 911 (9-911 from a internal phone)
  - D. EXTINGUISH the fire only if you can do so safely and quickly, and EVACUATE the building using established procedures.After the fire is extinguished, call 911, if you have not already done so.
2. For occupants of the building:
  - A. Close, but do not lock the doors to your immediate area.
  - B. EVACUATE the building via the nearest exit. Assist others in exiting the building.
  - C. DO NOT PANIC
  - D. Avoid smoke-filled areas.
3. For persons evacuating from the immediate fire area:
  - A. Feel door from top to bottom. If it is hot, DO NOT proceed; go back.
  - B. If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
  - C. If no smoke is present, exit the building via the nearest stairwell or exit.
  - D. If you encounter heavy smoke in a stairwell, go back and try another stairwell.

#### **Decision**

The responding Fire Department will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the Management of Mailroom Systems, Inc. which will decide when to turn control of the scene back to the facility manager.

## **STRATEGIES – HAZARDOUS MATERIALS INCIDENT**

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the local Fire Department. The Company does not have a fire department or HAZMAT Team.

### **Immediate Action**

1. Simple spills should be cleaned up by the person causing the spill.
2. Major spills or emergencies:
  - A. Dial 911 (9-911 from a internal phone)
  - B. Evacuate, assemble at a safe distance, and designate a person to communicate with the Fire Department
  - C. Account for individuals
  - D. Wait for and provide information to responders

## **STRATEGIES – INFRASTRUCTURE FAILURE**

It is understood that from time to time Mailroom Systems, Inc. may experience infrastructure incidents that could render the work site unusable, unsafe or uninhabitable; such as loss of electricity, computer systems, water supply, or telecommunications.

### **Immediate Action**

1. If a critical incident is experienced relating to water, electricity, call Management.
2. If a critical incident is experienced relating to telecommunications, call Management
3. If a critical incident is experienced relating to computer systems, call the IT Help Desk at 610 678 8131

### **Decision**

The first responders will determine whether a critical incident exists, and will report to the appropriate department heads. In the event that a critical incident exists, our Management Team will be notified.

## **STRATEGIES – TERRORIST ATTACK**

Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other incidents, such as being alert to your surroundings -- including any conspicuous, suspicious or unusual behavior -- and being familiar with the evacuation plan for your building -- including learning where emergency exits are located.

## **Section 6, Backup Operations Procedures**

We will utilize one or both of the facilities listed below to be our alternate offsite processing center.

**IWCO Hamburg:**  
100 Industrial Drive  
Hamburg, PA 19526

**Asendia, USA**  
701 Ashland Avenue  
Folcroft, PA 19032

## **Recovery Actions Procedures**

To facilitate the rapid restoration of systems following a disaster.

- a. Our on site generation plant will be utilized to provide long term power to 340 Buttonwood Street; West Reading, PA. 19611

## ***Disaster action checklist***

### **Plan Initiation**

1. Notify senior management
  - a. Contact and set up disaster recovery team
  - b. Determine degree of disaster
  - c. Implement proper application recovery plan dependent on extent of disaster (see Section 7. Recovery plan--on site)
  - d. Monitor progress
  - e. Contact backup site and establish schedules
  - f. Contact all other necessary personnel--both user and data processing
  - g. Contact vendors--both hardware and software
  - h. Notify users of the disruption of service

### **2. Follow-Up Checklist**

- a. List teams and tasks of each
- b. Obtain emergency cash and set up transportation to and from backup site, if necessary
- c. Set up living quarters, if necessary
- d. Set up eating establishments, as required
- e. List all personnel and their telephone numbers
- f. Establish user participation plan
- g. Set up the delivery and the receipt of mail
- h. Establish emergency office supplies
- i. Rent or purchase equipment, as needed
- j. Determine applications to be run and in what sequence
- k. Identify number of workstations needed
- l. Check out any off-line equipment needs for each application
- m. Check on forms needed for each application
- n. Check all data being taken to backup site before leaving and leave inventory profile at home location
- o. Set up primary vendors for assistance with problems incurred during emergency

- p. Plan for transportation of any additional items needed at backup site
- q. Take directions (map) to backup site
- r. Retrieve Data from on site vault and secured offsite back up server
- s. Take copies of system and operational documentation and procedural manuals.
- t. Ensure that all personnel involved know their tasks
- u. Notify insurance companies

***Recovery start-up procedures for use after a disaster***

- 1. Contact Customers to let them know normal operations are beginning.
- 2. Contact electrical and telecommunications service providers and schedule any necessary service connections.
- 3. Notify management immediately if any related plans should change.

**Section 7. Recovery plan-on site**

- 1. Notify **Hedrick Electrical (610-933-2510)** of the nature of the disaster and the need to select the on site plan.
- 2. Confirm all needed backup media are available to load the backup computer.
- 3. Notify Hedrick Electrical Company of plans to use onsite generation plant long term 340 Buttonwood Street West Reading, PA 19611.
- 4. Begin reestablishing electrical and telecommunications at 340 Buttonwood St.
- 5. Plug into the communications lines and do necessary checks.
- 6. Begin loading system from backups .Begin normal operations as soon as possible:
  - a. Daily jobs
  - b. Daily saves
  - c. Weekly saves
- 7. Plan a schedule to back up the system in order to restore on the home-base computers when the site is available. (Use regular system backup procedures).
- 8. Secure mobile site and distribute keys as required.
- 9. Keep a maintenance log on mobile equipment.

***Communication disaster plan***

If the primary secured T1 line fails:

- 1. Forward main number to an assigned mobile phone.
- 2. Transfer all communications to secondary secured active internet portal.
- 3. If secondary internet portal fails switch over to third secured active internet portal

## **Section 8. Recovery plan-off site**

The disaster recovery plan provides for an alternate site. The site has a backup system for temporary use while the home site is being reestablished.

1. Notify alternate off site processing centers of the nature of the disaster and our desire for a hot site.
2. Transferred operations to:
  - a. **IWCO, 100 Industrial Drive Hamburg, PA 19526**
  - b. **Asendia, USA, 701 Ashland Avenue, Folcroft, PA 19032**
3. Begin making necessary travel arrangements to the site for the operations team.
4. Confirm that all needed equipment is available.
5. Review the checklist for all necessary materials before departing to the alternate off site processing centers.
6. Make sure that the disaster recovery team at the disaster site has the necessary information to begin restoring the site.
7. Provide for travel expenses (cash advance).
8. After arriving at the alternate off site processing centers, contact home base to establish communications procedures.
9. Review materials brought to the alternate off site processing center for completeness.
10. Begin normal operations as soon as possible:
  - a. Daily jobs
  - b. Daily saves
  - c. Weekly saves

## **Section 9. Rebuilding process**

The management team must assess the damage and begin the reconstruction.

MEMORANDUM  
(CORRECTED)

DATE: July 27, 2017

TO: Tina M. Austin  
Purchasing Agent II  
Division of Procurement  
Department of Finance

FROM: Stephanie S. Collins  
Deputy Director of Finance



RE: Contract 18022DFPS  
Printing & Mailing Services

After reviewing all proposals, please award the Printing & Mailing contract to Mailroom Systems, Inc., in the amount of \$126,600. If you have any additional questions, please contact me on ext. 2553.

cc: Patrick T. Carter, Director of Finance  
Lois McLaughlin, Principal Analyst, Department of Finance  
John D'amelio, Acting Procurement Manager, Department of Finance  
L. Jean Everett, Wage Tax Manager, Department of Finance  
Linda Hunter, Customer Service Manager, Department of Finance  
Demond May, Director, Division of Integrated Technologies, Office of the Mayor  
Sheila Coleman, IT Support Technician, Division of Integrated Technologies, Office of the Mayor

## CERTIFICATE OF AWARD OF CONTRACT

I hereby certify that Contract No. 18022DFPS is on this 6th of July, 2017 awarded to Mailroom Systems, Inc., in the amount of \$126,600.00 as per Proposal dated 6/20/17 and that this award is made in compliance with Wilm. Code (Charter), Section 8-200, to wit:

1. Plans and specifications for the work, supplies, or materials were filed with the Department of Finance, Division of Procurement and Records for public inspection on 5/24/2017.
2. The advertisement calling for sealed bids on this contract was published in the News Journal on 5/24/17 & 5/31/17 stated that bids would be opened at 3:00 p.m. on 6/20/2017
3. All sealed bids were received in the office of the Department of Finance, Division of Procurement and Records 4:00 p.m. on 6/22 /2017. \* Department not represented.
4. Bids were submitted by the following contractors in the following amounts:

Contractor	Address	Date of Bid	Amount
Mailroom System, Inc.	West Reading, PA	6.22.17	\$126,600.00
BMS Technologies	Bend, OR	6.22.17	\$159,000.00

\*Change per addendum #1

5. City License Number \_\_\_\_\_

6. Upon recommendation of the Deputy Director of Finance and after due consideration, I determined that the contractor to whom this award is made was the lowest responsible bidder. In support of this determination I have received the following written recommendations, which are on file at my office:

<u>Author</u>	<u>Employment Position</u>	<u>Date</u>
<u>Stephanie S. Collins</u>	<u>Deputy Director of Finance</u>	<u>6/28/2017</u>

Approved as to Form

Elizabeth D. Power 8/22/17  
First Assistant City Solicitor  
Senior

Lina M. Romano Austin  
Department of Finance, Division of Procurement



COMMONWEALTH OF PENNSYLVANIA

DEPARTMENT OF STATE

07/25/2017

TO ALL WHOM THESE PRESENTS SHALL COME, GREETING:

I DO HEREBY CERTIFY THAT,

MAILROOM SYSTEMS, INC.

is duly registered as a Pennsylvania Business Corporation under the laws of the Commonwealth of Pennsylvania and remains subsisting so far as the records of this office show, as of the date herein.

I DO FURTHER CERTIFY THAT this Subsistence Certificate shall not imply that all fees, taxes and penalties owed to the Commonwealth of Pennsylvania are paid.



IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Seal of the Secretary's Office to be affixed, the day and year above written

*Pedro A. Contes*

Secretary of the Commonwealth

Certification Number: TSC170725090292-1

Verify this certificate online at <http://www.corporations.pa.gov/orders/verify>

Mailroom Systems, Inc.

CERTIFIED COPY OF RESOLUTIONS

I, the undersigned, Secretary of Mailroom Systems, Inc., a Pennsylvania Corporation, hereby certify that the following Resolutions excerpted from the Minutes of the Corporation were duly adopted by unanimous consent of the Board of Directors of the Corporation, on the 16th day of July 2017 .

RESOLVED, that the President, Vice President, Treasurer and Secretary of this Corporation be and they are hereby authorized to execute and deliver on behalf of this Corporation, a contract and other contract documents by and between this Corporation and the City of Wilmington, Delaware, Department of Finance, 18022DFPS "Printing and Mailing Services", for the Contract Price of \$126,600.00; and

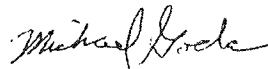
FURTHER RESOLVED, that the Secretary of this Corporation be and hereby is authorized to attest to the said contract and other documents.

I further certify that the foregoing Resolutions have not been rescinded or modified and remain in full force ad effect.

I further certify that the following are the names of all officers qualified to sign for the Corporation:

President:	Stephen T. Trainer
Vice President:	James R. Uppole
Treasurer:	Thomas F. Kelley
Secretary:	Michael Goda

IN WITNESS WHEREOF, I have hereunto set my hand and the seal of the Corporation this 16th day of July 2017 A.D.



Secretary

--- - - C O N T R A C T -----

THIS AGREEMENT, made the 16<sup>th</sup> day of July in the year **Two Thousand Seventeen** and between the City of Wilmington, a municipal corporation of the State of Delaware, acting through the agency of the Department of Finance, Division of Procurement and Records, party of the first part (hereinafter designated the Owner), and **Mailroom Systems, Inc.**, party of the second part (hereinafter designated the Contractors)

**WITNESSETH**, that the Contractor, in consideration of agreements herein made by the Owner, agrees with the Owner as follows:

Article 1. The Contractor shall and will furnish and deliver per specifications, on contract **18022DFPS "Printing and Mailing Services"** for the **Department of Finance** in accordance with Advertisement for Bids by the Department of Finance, Division of Procurement and Records date 5/24/17 & 5/31/17 and specifications identified as Contract No. **18022DFPS** and by the signatures of the parties hereto, are, together with the said Advertisement for Bids, Instructions to Bidders, Forms of Proposal, and/or other documents pertinent thereto, hereby acknowledge and incorporated into these presents and are to be taken as a part of this Contract.

Article 2. It is understood and agreed by and between the parties hereto that the amount of this Contract is in the amount of One Hundred Twenty Six Thousand Six Hundred --- 00/100 --- Dollars (\$126,600.00) as per Proposal dated 6/20/17 to the Department of Finance, Division of Procurement and Records. This contract is for three (3) years, starting September 22, 2017, with two one-year renewals at the City's option.

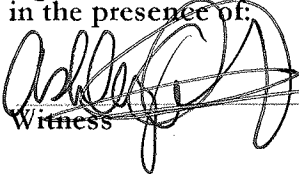
Article 3. In the performance of this Contract, the Contractor shall not discriminate or permit discrimination against any person because of his race, color, religion or his national origin.

Article 4. This Agreement shall bind the heirs, executors, administrators, successors and assigns to the respective parties hereto.

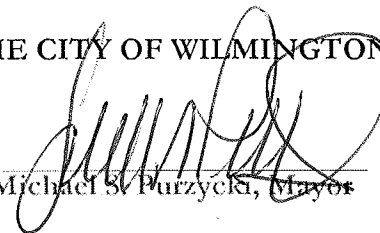
In witness whereof the party of the first part has, by recommendation of the Deputy Director of  
the Finance Department, caused the hand of **Michael S. Purzycki**, Mayor, and the corporate seal  
of the City of Wilmington, attested by the City Clerk, to be hereunto affixed; and the party of the  
second part has caused the hand of its' President, (or his authorized representative) and its'  
corporate seal, attested by the Secretary or assistant Secretary, to be hereunto affixed.

Dated the day and year first above written in the City of Wilmington, County of New Castle, State  
of Delaware.

Signed, Sealed and delivered  
in the presence of:

  
Witness

THE CITY OF WILMINGTON

By:   
Michael S. Purzycki, Mayor

ATTEST:


  
City Clerk

  
Witness

Mailroom Systems, Inc.


By:   
President (Seal)

ATTEST:

  
Secretary

Approved as to form on this 22<sup>nd</sup>

Day of August, 2017

  
First Assistant City Solicitor  
Senior



MAILSYS-01

DLABREE

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

07/27/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Stanton Chapel Insurance Associates 60 Berlin Road Cherry Hill, NJ 08034	CONTACT <b>Donna LaBree</b> NAME: PHONE (A/C, No, Ext): <b>(856) 405-6467</b> FAX (A/C, No): <b>(856) 692-3509</b> E-MAIL ADDRESS: <b>DLaBree@SIA-Insurance.net</b>														
INSURED  <b>Mailroom Systems, Inc.</b> <b>340 Buttonwood Street</b> <b>West Reading, PA 19611</b>	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: <b>Utica Mutual Insurance Company</b></td><td><b>25976</b></td></tr><tr><td>INSURER B: <b>Republic Franklin Insurance Co</b></td><td><b>12475</b></td></tr><tr><td>INSURER C: <b>Graphic Arts Mutual Insurance Company</b></td><td><b>25984</b></td></tr><tr><td>INSURER D:</td><td></td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: <b>Utica Mutual Insurance Company</b>	<b>25976</b>	INSURER B: <b>Republic Franklin Insurance Co</b>	<b>12475</b>	INSURER C: <b>Graphic Arts Mutual Insurance Company</b>	<b>25984</b>	INSURER D:		INSURER E:		INSURER F:	
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INSURER E:															
INSURER F:															

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GNL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	X		CPP4753707	04/01/2017	04/01/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Aggregate) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 COMBINED SINGLE LIMIT (Per accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CULP4753726	04/01/2017	04/01/2018	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 Aggregate \$ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	5012407	02/06/2017	02/06/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E L EACH ACCIDENT \$ 500,000 E L DISEASE - EA EMPLOYEE \$ 500,000 E L DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Certificate holder is an additional insured as required by written contract.

## CERTIFICATE HOLDER

## CANCELLATION

City of Wilmington  
Department of Finance, Procurement and Records  
800 N. French Street, 5th Floor  
Wilmington, DE 19801

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE